

**Project Name:** State Hearings Web Portal

**OCIO Project #:**

**Department:** California Department of Social Services

**Revision Date:** 5/27/09

## Concept Statement

### Description

#### Brief description of the proposed project:

SHD's public internet and private intranet websites would be updated to include additional links/information as well as the capacity to display training video and materials (i.e., PowerPoint), stream video from the SHD videoconference network, host a searchable Q&A forum for ALJ staff/Counties/Authorized Representatives, and online form/query for claimants to request a hearing/check case status/schedule or postpone a case/post additional evidence.

### Need Statement

#### High Level Functional Requirements:

SHD public internet website is expanded to include training information/documents/video (accessible to advocates, claimants, county representatives and ALJs), the capacity to stream video from SHD's video conference network, a searchable Decision Digest, links to Legal Aid agencies statewide, links to maps for county hearing locations, information on legislative impacts and program policies, and an online form on which claimants can request a hearing/check case status/post additional evidence. SHD's intranet site is expanded to include a Q&A forum for staff and updated Training Bureau notes.

#### What is Driving This Need?

SHD's requests for hearing have increased over 20% in the last three years, from 69,000 requests in FY 05-06 to a projected 86,000 requests in FY 08-09, with no concurrent increase in customer service staff during that period. The requested additions to the public website would provide an additional avenue for requests, case status and hearing location information, and info on legal aids for claimants. The intranet additions will improve communication among ALJ staff, many of whom telecommute, to ensure they have up-to-date information on law and policy changes.

#### Risk to the Organization if This Work is Not Done:

Claimants will be limited to the current forms of mailing or calling in a hearing request; mail can be lost or take several days/weeks to reach the correct office and the increasing number of claimants has resulted in many claimants expressing frustration at the difficulty of reaching an available representative in a timely manner. The Training Bureau, responsible for keeping ALJs updated on law and policy changes, will lose potential efficiencies as they continue to handle all questions through email and phone calls rather than publish them for all ALJ staff to read and search.

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### Benefit Statement

#### Intangible Benefits

**Process Improvements** (describe the nature of the process improvement):

Public internet additions will alleviate customer service workload for taking oral hearing requests, checking case status and hearing location information, and answering general questions. A Q&A forum will also provide a tool for SHD to disseminate useful training information to counties, claimants, and authorized representatives on hearing preparation so that cases are processed quickly and correctly. Private intranet additions will significantly improve ALJ access to update law and policy information and relieve Training Specialists of duplicative work.

**Other Intangible Benefits:**

The ALJ Q&A forum will foster higher staff morale and connection for colleagues who do not live or work closely together. The public internet addition allows SHD to quickly comply with Welfare and Institutions Code 10964 which states that SHD "shall compile and distribute a current digest of decisions that shall be open to public inspection ..."

#### Tangible Benefits

**Revenue Generation** (describe how revenue will be generated):

**Cost Savings** (describe how cost will be reduced):

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**Cost Avoidance** (describe the cost and how avoided):

**Risk Avoidance** (describe the risk and how avoided):

**Improved Services:**

Claimants can get basic information on fair hearings and program policies, request a fair hearing, check their case status, and post additional evidence online, improving SHD's ability to provide customer service with limited personnel. The increased collaboration among ALJs provides for better-informed judges and decisions with fewer errors (less rehearing requests needed). Information provided on the website increases efficiency in disseminating information and allows claimants and Authorized Representatives to be better prepared for hearings.

### Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture			
Business Plan			
Strategic Plan			

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### Impact to Other Agencies

#### Nature of Impact to Other Agencies

**Agency:** County Welfare Appeals Units

*Describe the nature of the impact:*

Have greater access to SHD institutional knowledge through a public Q&A forum and to updates/changes in law or program policy, increasing county ability to resolve hearing requests or to correctly prepare for fair hearings. Counties are also empowered with more information to give beneficiaries who have a complaint about their aid.

**Agency:** Legal Advocates and Authorized Representatives

*Describe the nature of the impact:*

Will have increased ability to keep track of claimants case status through online status check, can submit additional evidence to ALJ prior to hearing, will have access to updated information on changes in law and program policies.

**Agency:**

*Describe the nature of the impact:*

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*Describe the nature of the impact:*

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### Impact to Other Programs

#### Nature of Impact to Other Programs

<b>Program:</b>	All CDSS Aid Programs
<i>Describe the nature of the impact:</i>	
Will provide SHD with information on updates or changes to program policy to be included on website.	

<b>Program:</b>	
<i>Describe the nature of the impact:</i>	

<b>Program:</b>	
<i>Describe the nature of the impact:</i>	

<b>Program:</b>	
<i>Describe the nature of the impact:</i>	

### Solution Alternatives

<b>Alternative 1:</b>
Update and enhance SHD's public and private internet websites.

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<b>Technical Considerations for Alternative 1:</b>	
The solution must adhere to the CDSS IT standards and policies.	
ROM Cost:	Note: high end of range must not exceed 200% of low end of range

<b>Alternative 2:</b>

<b>Technical Considerations for Alternative 2:</b>	
ROM Cost:	Note: high end of range must not exceed 200% of low end of range

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### Alternative 3:

### Technical Considerations for Alternative 3:

ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

## Recommendation

### Comparison:

Alternative 1	ROM Cost	Risk
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

### Conclusions:

1	
2	
3	
4	

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**Recommendation:**

### Project Approach *(if known)*

System Complexity:			System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :		
Architecture	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Client Server	<input checked="" type="checkbox"/> Web Based	Num. of New Databases:	
Technology	<input type="checkbox"/> New	<input type="checkbox"/> New to Staff	<input checked="" type="checkbox"/> In-House Experience	Interfaces:	
Implementation	<input type="checkbox"/> Central Site	<input type="checkbox"/> Phased Roll-out		Num. of Sites:	
M & O Support	<input type="checkbox"/> Contractor	<input type="checkbox"/> Data Center	<input type="checkbox"/> Project	<input type="checkbox"/> Returned to Sponsor	
Procurement Approach: <i>(consult with OSI Procurement Center)</i>					Number of Procurements:
Open Procurement? <input type="checkbox"/> Yes <input type="checkbox"/> No			Delegated Procurement? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Scope of Contract	<input type="checkbox"/> Development <input type="checkbox"/> Implementation <input type="checkbox"/> M & O <input type="checkbox"/> Other:				
Anticipated Length of Contract:			Years / extensions for years		